



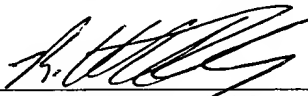
#12B
5-30-03
PATENT 108

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Gene W. Lee
Serial No. : 09/203,965
Filed : December 2, 1998
For : SYSTEM AND METHOD FOR MANAGING A HOLD
QUEUE BASED ON CUSTOMER INFORMATION
RETRIEVED FROM A CUSTOMER DATABASE
Attorney's Docket : DAVOX-159XX
Examiner : Deane Jr., W.
Group Art Unit : 2642

I hereby certify that this correspondence is being sent via facsimile to:
Honorable Commissioner of Patents and Trademarks, Washington, D.C. on November
6, 2001 at facsimile no. 703-872-9314.

By


R. Anthony Diehl
Registration No. 38,432
Attorney for Applicant(s)

AMENDMENT

Commissioner for Patents
Washington, D.C. 20231

Sir:

The following is being submitted in response to the Office
Action mailed 07/03/2001. A petition for a one (1) month
extension of time together with the appropriate fee is submitted
herewith. In view of the Amendments and Remarks set forth herein,
Applicant respectfully requests reconsideration of the above-
captioned application.

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